

Overview of Monthly Activity

The Bureau received 183 (117 were received electronically) complaints during the month of July 2017.

141 (97 electronic) complaints were closed

2 required more information to proceed with an investigation

1 was closed due to lack of Bureau jurisdiction

20 were dismissed for no violation

15 were referred back to the DOC

103 complaints were investigated

5 assists were given (referred back to DOC for action even though the offender failed to attempt to resolve with the facility previously)

28 (25 electronic) complaints were substantiated (see below)

75 were unsubstantiated due to no violation of policy and/or procedure existing

68 complaints remain open (1 from June and 67 from July)

The Bureau also corresponded with another 117 offenders who submitted complaints electronically

Substantiated Complaints & Recommendations to IDOC for Resolution**1. Branchville Correctional Facility**

Complaint Type	Credit Time
Complaint Summary	The offender complains that his EPRD had been miscalculated and his true release date was within a week.
Basis for Claim	01-04-101 Adult Offender Classification
Investigative Summary	The Bureau contacted Jennifer Farmer, Director of Sentence Computation and Release Unit who in turn informed us that the matter was being reviewed.
Outcome	The offender's EPRD was adjusted and he was released the next week.

Follow-up No follow-up is necessary, as the offender was properly released.

2. Correctional Industrial Facility

Complaint Type Credit Time

Complaint Summary The offender complains that he was supposed to have his credit class reviewed.

Basis for Claim 02-104-0101 Adult Disciplinary Code

Investigative Summary The Bureau contacted Kim Stafford, Classification Supervisor at the facility who reviewed the matter.

Outcome The offender was promoted a credit class.

Follow-up No follow-up is necessary, as appropriate action had been taken.

3. Correctional Industrial Facility

Complaint Type Disciplinary Action

Complaint Summary The offender complains that he was deprived 365 days, but according to policy, he could only be deprived a maximum of six months.

Basis for Claim 02-04-101 Adult Disciplinary Code

Investigative Summary The Bureau contacted Delana Ritchie, Assistant Superintendent at the facility.

Outcome The offender's EPRD was corrected to reflect a deprivation of only six months.

Follow-up No follow-up is necessary, as appropriate action has been taken.

4. Correctional Industrial Facility

Complaint Type Disciplinary Action

Complaint Summary	The offender complains that he received excessive sanctions from a conduct report beyond those allowed for by policy.
Basis for Claim	02-04-102 Adult Disciplinary Code
Investigative Summary	The Bureau contacted Delana Ritchie, Assistant Superintendent at the facility.
Outcome	The offender's earned credit time sanction was updated and his EPRD was changed to reflect this update.
Follow-up	No follow-up is necessary, as no further action is necessary.

5. Edinburgh Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that he received a bill for care that he received as a result of an accident in a DOC passenger truck.
Basis for Claim	IC 11-10-3-5 Offender Healthcare Co-Payment Procedures
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted the HSA at the facility.
Outcome	The provider was contacted and the claim was submitted to the provider to be paid.
Follow-up	No follow-up is necessary, as the issue has been resolved.

6. Heritage Trail Correctional Facility

Complaint Type	Credit Time
Complaint Summary	The offender complains that his sentence is computed incorrectly.
Basis for Claim	01-04-101 Adult Offender Classification
Investigative Summary	The Bureau contacted Elizabeth Cummins, Sentence Computation and Release Unit in Central Office.

Outcome The offender's sentence was corrected to more accurately reflect the number of jail time credit days given in his sentence.

Follow-up No follow-up is necessary, as the issue has been resolved.

7. Miami Correctional Facility

Complaint Type Food

Complaint Summary The offender complains that he filed a grievance and was told that the nutritional information for meals would be posted in the dorms, but it has not been posted.

Basis for Claim 04-01-301 The Development & Delivery of Food Services

Investigative Summary The Bureau contacted John Schilling, Director of Contract Compliance.

Outcome The information was posted in the housing area.

Follow-up No follow up is necessary, as the issue has been resolved.

8. New Castle Correctional Facility

Complaint Type Classification (Time Cut)

Complaint Summary The offender complains that his Culinary Arts time cut was inappropriately denied due to his offenses.

Basis for Claim 01-04-101 Adult Offender Classification

Investigative Summary The Bureau contacted Jennifer Farmer, Director of Sentence Computation and Release Unit in Central Office.

Outcome The matter was reviewed and his time cut was applied.

Follow-up No follow-up is necessary, as the matter has been resolved.

9. New Castle Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender complains that he did not receive his insulin.

Basis for Claim HCSD 2.17 Medication Management

Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted staff temporarily located at the facility.
Outcome	The offender was seen and treated further.
Follow-up	No follow-up is necessary, as the offender has received the needed care.

10. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that he has seen the nurse four times and has been waiting to see the doctor for over three weeks. He has had blood in his stool for over six months, but has not received a colonoscopy.
Basis for Claim	HCSO 2.04 Access to Care
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted Regional CQI Staff temporarily located at the facility.
Outcome	The offender was seen and treated further.
Follow-up	No follow-up is necessary, as the offender has received the needed care.

11. New Castle Correctional Facility

Complaint Type	Medical Care (Medication)
Complaint Summary	The offender complains that he has missed a day of his seizure medication.
Basis for Claim	HCSO 2.17 Medication Management
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted Stacy Scott, Regional Staff temporarily located at the facility. The order had been placed, but not received due to needing a FER completed.

Outcome	The offender received his medication.
Follow-up	No follow-up is necessary, as the offender has received the needed medication.

12. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that he has rashes all over his body. The doctor has treated him, but he says that it is not helping.
Basis for Claim	HCSO 2.04 Access to Care
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted Regional Staff temporarily located at the facility.
Outcome	The offender was seen and treated further.
Follow-up	No follow-up is necessary, as the offender has received further care.

13. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that he has been working with medical for over three months to have his hearing aid replaced.
Basis for Claim	HCSO 2.209 Orthoses, Prostheses, & other Aids to Impairment
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted Regional Staff temporarily located at the facility.
Outcome	The offender's hearing aid was replaced.
Follow-up	No follow-up is necessary, as the offender now has a working hearing aid.

14. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that he has been charged wrongly by medical.
Basis for Claim	IC 11-10-3-5 Offender Healthcare Co-payment Procedures
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted Regional Staff temporarily located at the facility.
Outcome	The offender received a \$5 refund.
Follow-up	No follow-up is necessary, as the offender received the refund.

15. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains he has gone over 20 days without his proper medications.
Basis for Claim	HCSO 2.17 Medication Management
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted Regional Staff temporarily located at the facility. The Doctor at the facility further reviewed the matter and submitted the NPR.
Outcome	The offender received his medication.
Follow-up	No follow-up is necessary, as the offender received the medication needed.

16. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that three days ago he was struck by a gator truck at work and pushed into a rolling tool box, but has still not been evaluated by medical despite requesting to be seen.

Basis for Claim	HCSD 2.04 Access to Care
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted Regional Staff temporarily located at the facility.
Outcome	The offender was seen and treated further.
Follow-up	No follow-up is necessary, the offender has received the needed care.

17. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender had an injury to his lower abdomen and a hernia that needed repair, but had not been referred for further care. He has been missing his classes due to the pain.
Basis for Claim	HCSD 1.05 Off-site Medical Referrals
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted Regional Staff temporarily located at the facility.
Outcome	The offender was seen and treated further.
Follow-up	No follow-up is necessary, as the offender has received further care.

18. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that a mass was found on his neck over two months ago, but he has not been seen again since.
Basis for Claim	HCSD 1.05 Off-site Medical Referrals
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted Regional Staff temporarily located at the facility.
Outcome	The offender was seen and treated.

Follow-up No follow-up is necessary, as the offender has now received the care needed.

19. New Castle Correctional Facility

Complaint Type Medical Care (Medication)

Complaint Summary The offender complains that the evening medication lines run so late that he misses his medications because they run after he has already gone to bed after ten p.m.

Basis for Claim HCSD 2.17 Medication Management

Investigative Summary The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted Regional Staff temporarily located at the facility.

Outcome The facility is continually monitoring this issue and working to improve the procedures for evening medication lines to ensure the lines run on time.

Follow-up Follow-up necessary to ensure evening medication lines continue to improve.

20. New Castle Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender complains that he was wrongly charged for a chronic care visit.

Basis for Claim IC 11-10-3-5 Offender Healthcare Co-payment Procedures

Investigative Summary The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted Regional Staff temporarily located at the facility.

Outcome The charges were reviewed and credited back to the offender's account.

Follow-up No follow-up is necessary, as the offender received a refund.

21. Pendleton Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender states he went to see the doctor about his knee being hurt, but the doctor refused to examine it, stating that he already had. He says that he is in need of further care.
Basis for Claim	HCSD 2.04 Access to Care
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted Regional Staff who was located at the facility.
Outcome	The offender was seen and treated further.
Follow-up	No follow-up is necessary, as the offender has received the needed care.

22. Pendleton Correctional Facility

Complaint Type	Medical (Medication)
Complaint Summary	The offender complains he has been trying to get his breathing treatments.
Basis for Claim	HCSD 2.17 Medication Management
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted Regional Staff who was located at the facility. The matter was reviewed and the order given to custody differed from the order entered in the computer.
Outcome	The facility addressed the matter with staff.
Follow-up	No follow-up is necessary, as the issue has been addressed with staff.

23. Plainfield Correctional Facility

Complaint Type	Medical Care
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Complaint Summary	The offender complains that he arrived at the facility over five days ago, but has not been seen by the provider or evaluated by medical.
Basis for Claim	HCSO 2.03 Reception Screening - Adult
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted IDOC Regional CQI Staff.
Outcome	The offender was seen and treated further.
Follow-up	No follow-up is necessary, as the offender has received the care needed.

24. Putnamville Correctional Facility

Complaint Type	Classification (Time Cut)
Complaint Summary	The offender complains that he completed the PLUS Program over a month ago, but has not received the time cut.
Basis for Claim	01-04-101 Adult Offender Classification
Investigative Summary	The Bureau contacted Jennifer Farmer, IDOC Director of Sentence Computation and Release Unit in Central Office.
Outcome	The offender received the time cut.
Follow-up	No follow-up is necessary, as the time cut has been issued.

25. Putnamville Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that he broke his foot three and a half months ago, but has not received care for it.
Basis for Claim	HCSO 1.05 Off-site Medical Referrals
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted the Regional CQI Manager.

Outcome The offender was reassessed and provided further care.

Follow-up No follow-up is necessary, as the issue has been resolved.

26. Putnamville Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender complains that he was having a diabetic episode and medical refused to give him insulin or further care after finding out his blood sugar was 465.

Basis for Claim HCSD 2.04 Access to Care

Investigative Summary The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted the Healthcare Administrator at the facility.

Outcome The offender received further care and staff was educated as to proper protocols when blood sugar tests high.

Follow-up No follow-up is necessary, as the issue has been resolved.

27. Rockville Correctional Facility

Complaint Type Food

Complaint Summary The offender complains that she has Celiac disease, so she was placed on a gluten-free diet, but has not been receiving the appropriate amount of calories per meal.

Basis for Claim 04-01-301 The Development & Delivery of Food Services

Investigative Summary The Bureau contacted John Schilling, Director of Contract Services. The matter was reviewed. This was a first for this facility and proper substitution items were not carried by the facility.

Outcome The offender began receiving the appropriate calories per meal.

Follow-up No follow-up is necessary, as the issue has been resolved.

28. Wabash Valley Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that he is in need of further care for edema in his feet and club foot. He says that he has submitted several Healthcare Request Forms and an informal grievance.
Basis for Claim	HCSD 2.17 Medication Management
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted the Healthcare Administrator at the facility. The offender had been seen, but not followed-up on. He was supposed to be scheduled with the MD within seven days and it had been over 10 days since he had been seen by the nurse.
Outcome	The offender received the needed care.
Follow-up	No follow-up is necessary, as the issue has been resolved.
Assists	

1. Pendleton Correctional Facility

Complaint Type	Officer Misbehavior
Complaint Summary	The offender complains that he broke his glasses over three months ago, but has not been able to get a replacement pair.
Basis for Claim	01-07-101 Development & Delivery of Programs, Re-entry, and Adult Case Management
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted the Healthcare Administrator at the facility.
Outcome	The offender received the care needed.
Follow-up	No follow-up is necessary, as the issue has been resolved.

2. Plainfield Correctional Facility

Complaint Type	Legal
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Complaint Summary	The offender complains that he is in need of his legal work that the Office of Investigations and Intelligence confiscated almost 30 days prior.
Basis for Claim	02-01-101 Offender Personal Property
Investigative Summary	The Bureau contacted Chuck Penfold at the facility.
Outcome	The offender received his legal paperwork back.
Follow-up	No follow-up is necessary, as the issue has been resolved.

3. Plainfield Correctional Facility

Complaint Type	Legal
Complaint Summary	The offender complains that he is not receiving appropriate law library access.
Basis for Claim	00-01-102 Access to Courts
Investigative Summary	The Bureau contacted Chuck Penfold at the facility.
Outcome	The offender was given appropriate access.
Follow-up	No follow-up is necessary, as the issue has been resolved.

4. Putnamville Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender says that he has a colostomy which has been bleeding at the stoma for over six weeks.
Basis for Claim	HCSD 2.-04 Access to Care
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office, who in turn contacted Regional Staff located at the facility.
Outcome	The offender was seen and treated further.
Follow-up	No follow-up is necessary, as the issue has been resolved.

5. Putnamville Correctional Facility

Complaint Type	Mental Health
Complaint Summary	The offender complains that he is in need of mental health services, but is located in secured housing.
Basis for Claim	HCSO 4.03 Adult Mental Health Services.
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office, who in turn contacted mental health personnel.
Outcome	The offender received the care needed.
Follow-up	No follow-up is necessary, as the issue has been resolved.

Follow-up from Previous Months

As of April 1, 2017, a new healthcare provider took over medical services for the IDOC. While we will list here the issues that we were previously tracking for informational purposes, we realize that the new provider will need time to be able to improve these matters. Considering this report was generated within the first 60 days of the new vendor taking over, we are optimistic that the new vendor will make the improvements necessary to ensure that these issues are properly addressed.

New Castle Correctional Facility – Medical Care (Medication)

Synopsis: The Bureau has been following this issue with the facility since last July. A complete overhaul of medication administration services needs to be put into place. While the healthcare personnel has attempted some changes, medication errors are still occurring. The Bureau will continue to track this issue until the errors subside.

New Castle Correctional Facility – Medical Care

Synopsis: The Bureau has been tracking the backlog in chronic care since last July as well. While little, if any, improvements have been made in this time, a plan is in place to improve the backlog. The Bureau will continue to monitor this plan.